Public Grievances published in News-Papers

7357. SHRI K.M. KHAN: Will the PRIME MINISTER be pleased to state:

(a) whether some instructions exist for all Departments to take note of Public Grievances relating to different Department of Government published in the columns of leading dailies of the country every day and take necessary action for the redressal thereof within some time limit;

(b) if so, the details thereof and the names of offices covered under these instructions;

(c) whether the Ministry call for statements of these grievances with action taken note from all Government offices every month to supervise the working of respective offices in this regard;

(d) whether the people can report the matter to them in case the same is not redressed despite its publication in all the leading dailies; and

(e) if so, the details thereof; and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SMT. MARGARET ALVA): (a) and (b) Yes, Sir. The Department of Administrative Reforms and Public Grievances has issued instructions to all Ministries/ Departments of Goverment to regularly examine the grievances columns appearing in newspapers for picking up cases which relate to them. These instructions cover all Ministries/ Departments/Offices of the Government. Ministries/Departments have been directed to take quick action for redressing the grievances picked up from columns of nespapers in a month's time and to inform the complainant of the action taken by way of redressal. Where redressal is likely to take longer, and interim reply is required to be sent to the complainant explaining the steps taken and assuring that further necessary action is being taken in the matter.

(c) As most of the grievances arise at the field level, their actual redressal has necessarily to come from agencies functioning at the local level which are fully conversant with the procedures and subject matter of the grievances relating to their respective fields of activity. These grievances are, therefore, picked up directly by the concerned authorities. For monitoring the disposal of grievances received through newspapers, the Ministries/Departments have been advised to make a quarterly review of such grievances and take action towards ^ their redressal. Quarterly meetings are also held by the Department of Administrative Reforms and Public Grievances with the Directors of Public Grievances of certain selected Ministries/ Departments to review the progress. A system of monitoring the grievances received by the Ministries/Departments every month is already in existence.

(d) and (e) Yes, Sir. Non-compliance of these instructions can be brought to the notice of the Director of Grievance of the concerned Ministry/Department or the Department of Administrative Reforms and Public Grievances.

Retirement Age and Old Age Liabilities

7358. DR. RANBIR SINGH: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that there is no age of retirement of Government employees in the USA which reduces the burden on the exchequer in States for old age liabilities;

(b) whether Government are aware of the age of retirement of Government employees in SAARC countries and if so, the details thereof; and

(c) the steps being taken by Government of India to fall in line with the policies followed in the USA and the SAARC countries in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SMT. MARGARET ALVA): (a) While there is no age of retirement for the Civil Service in the United States of America the age of retirement for other categories of Government employees is as under:

(i) Federal law enforcement officials in the category ofG,S (Government salary) 1811	57 years
(ii) Foreign Service	65 years
(lii) Military service	60 years or *5iVi* years of service, whichever is less.

(b) The age of retirement in SAARC countries is as under:

Name of Country	Age of retirement
(i) Bangladesh	57 years
(ii) Bhutan	58 years
(iii) Maldives	No age limit has been fixed for retirement.
(iv) Nepal	58 years
(v) Pakistan	60 years
(vi) Sri Lanka	60 years

(c) The age of retirement in any particular country would depend on historical and socio-economic factors etc. peculiar to that country. Therefore, there is no necessity to fall in line with the practice followed elsewhere.

However, it may be mentioned that the conditions of service of Central Government employees are under consideration of the Fifth Central Pay Commission, which would also be looking into the age of retirement of all Central Government employees.

Vacancies in the grade of assistants

7359. SHRI JANARDAN YADAV: Will the PRIME MINISTER be pleased to state:

(a) the details of vacancies in Assistants' Grade of CSS which occurrd during the years 1971 to 1988 in respect of DR, SQ and long term which were referred to UPSC for grant of special relaxation for the SI, 1989 in the ratio of 25:75 between DR and SQ and UPSC's advice thereon;

(b) whether after special relaxation, the SQ and DR drop outs vacancies of the Select List Year, 1989 were filled up;

(c) if not, the reasons therefor; and

(d) the reasons for increasing the ratio between DR and SQ in Assistants' Grade for the Select List Year, 1991?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SMT. MARGARET ALVA): (a) A statement giving details of DR, SQ and long-term vacancies in Assistants' Grade for the years 1971—88 was also furnished in answer to Rajya Sabha Unstarred Question No. 7068 dated 12.5.1994. A copy of the Statement is enclosed as Statement-I *(see* below). However, details furnished to UPSC were for the years 1982 to 1988 instead of 1971 to 1988. Further, the proposal for recruitment to Assistants' Grade sent to UPSC was for recruitment in the ratio of 16.67:83.33 between direct recruitment and